

# SHORTHAND 10

## GETTING STARTED

A Product of OfficeSoft LLC, California USA  
Email: [help5@pcshorthand.com](mailto:help5@pcshorthand.com)  
Web Site: <http://pcshorthand.com>

### INSTALLATION

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This version of Shorthand requires Windows XP, Windows Vista, or Windows Server 2003.

If you are a current user of Shorthand: We suggest you first backup your Shorthand files (see below) and make sure Shorthand is not running before installing this new version.

#### TO INSTALL:

1. You will need to be logged in with "administrator" security level.
2. If you have previously installed Shorthand, make sure Shorthand is not running.
3. Insert the Shorthand CD into your computer's CD drive. If your computer has AutoPlay enabled, the Setup window appears on your screen. If your computer is not AutoPlay capable, launch the `SETUP.EXE` program from the CD.
4. Follow the on-screen instructions to install Shorthand.

### TRIAL LICENSE

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Unless a valid, existing license is detected, the `SETUP` program automatically installs a 30-day trial license (the 30 days starts from the first time you install Shorthand). If you wish to use Shorthand past the 30 day trial period, you will need to purchase a license. You can purchase a license at:

<http://pcshorthand.com/sh10reg.html>

### DOCUMENTATION

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Access the documentation by choosing Contents from Shorthand's Help menu. Choose "How to Guide" from Shorthand's Help menu to read the *Shorthand How-to Guide* PDF book.

### RUNNING SHORTHAND

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Double-click the Shorthand icon to start Shorthand. The executable filename is **SH10.EXE**.

### QUICK TEST

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If you are using Shorthand for the first time, Shorthand opens the DEMO1.SPF dictionary which contains some sample words.

For a quick test of Shorthand, do the following:

1. Start Shorthand; Shorthand's About Box appears with the number of days remaining (when you enter your Registration ID, the number of days remaining is replaced with your Registered name).
2. Click the Shorthand icon in the system tray (lower right corner of your screen) to bring up the Shorthand main window:



3. Choose **Open** from Shorthand's **File** menu and open the DEMO1.SPF file.
4. Click the **Hide** button to hide Shorthand and activate keyboard tracking.
5. Start NOTEPAD or any other word processor.

To demonstrate the AUTOREPLACE feature:

6. In your word processor, type "asap" followed by a SPACE. Shorthand should insert the phrase "as soon as possible" into your word processor. (If nothing comes out, see the separate "TROUBLESHOOTING GUIDE".)

To demonstrate Shorthand's hot key feature:

7. In your word processor, press the **F10** key. Shorthand's main window should appear.
8. Use your mouse to select the "ASAP" keyword in Shorthand's dictionary list. The text "as soon as possible" should appear in the TEXT TO TYPE box.
9. Click the **Type It** button to insert the contents of the TEXT TO TYPE box into your word processor.

Read the TUTORIAL AND DEMOS section in Shorthand's on-line Help (choose **Contents** from Shorthand's **Help** menu) for a more comprehensive tutorial and demonstration of Shorthand.

### HOW TO BACKUP YOUR SHORTHAND FILES

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Shorthand stores each word list in a file with the extension **.SPF**. To copy the active dictionary to a removable drive:

1. Insert a blank, formatted diskette into your computer.
2. Choose **Copy To** from Shorthand's **File** menu.
3. In the **Save In** box, select the removable drive and click **OK**.

This will make a copy of the active dictionary (linked entries will NOT be copied). If you have more than one dictionary, open the other dictionary by either clicking its tab or by choosing Open from Shorthand's File menu then copy it to the removable drive as described above.

Alternatively, you can backup your word lists by using Windows Explorer to manually copy the .SPF files; the complete pathname to the .SPF file can be found by choosing **Info** from Shorthand's **Dictionary** menu.

**To restore a backup file:** Use Windows Explorer to copy the .SPF file from the removable drive back to the hard drive then choose **Open** from Shorthand's **File** menu to load in the word list.

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## TROUBLESHOOTING GUIDE

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**Problem: When Shorthand plays back text, the first character of the keyword is not erased. Keystrokes or characters are also sometimes lost after Shorthand expands a keyword.**

Your word processor cannot process the keystrokes fast enough. Slow down Shorthand by choosing **Preferences** from Shorthand's **File** menu and increase the delay between keystrokes to something like **Pause 30 msec every 1 keystrokes**.

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**Problem: All my characters are appearing in UPPERCASE after an expansion.**

Your word processor dropped the final SHIFT UP command from Shorthand. Press and release the SHIFT key on the LEFT side of your keyboard to reset your keyboard. To avoid this problem slow down Shorthand as described in the previous paragraph.

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**Problem: Keyboard does not respond to keystrokes.**

Shorthand may have gotten out of sync with your word processor. Use the mouse to activate Shorthand by clicking on the Shorthand icon in the system tray (usually located next to the clock on the lower right corner of your screen). Click Shorthand's **Hide** button to send Shorthand to the background; this should reset your keyboard. If your keyboard still doesn't work, shut down and restart Shorthand.

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**Problem: Shorthand doesn't work with Internet Explorer.**

IE (version 7 and later) has **Protected Mode** enabled which prevents Shorthand from tracking your keystrokes. To disable Protected Mode:

1. Click the **Tools** button in Internet Explorer, choose **Internet Options**, and select the **Security** tab.
  2. Select the zone you want to modify and unselect (uncheck) the **Enable Protected Mode** box. Note that each zone has its own Protected Mode setting.
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**Problem: Shorthand does not work (does not expand abbreviations).**

There are a number of reasons why Shorthand may not be working:

1. The AutoReplace function may have been disabled. Press **F10** to bring up Shorthand and make sure the **AutoReplace** box (next to the Keyword box near the top of the Shorthand window) is CHECKED.
2. Keyboard tracking may be disabled. If the F10 key fails to bring up Shorthand, click the Shorthand icon in the system tray (see the Getting Started Guide) to bring up the Shorthand main

window then click on the HIDE button to activate keyboard tracking

3. There may another program that is conflicting with Shorthand. First, shut down and restart Windows. Next, identify and shut down ALL software programs (e.g. virus scanners, spell checkers, email programs, etc.) running on your PC. Finally, start your word processor, run Shorthand and see if Shorthand is able to work.
  4. If you are using Microsoft Word, disable Word's AutoCorrect function. If you have WordPerfect, disable WP's QuickCorrect or QuickWords function. If you are using EDIX, turn off the macros in TWS.
  5. Do you have a wireless or programmable mouse or keyboard? Try reinstalling the keyboard/mouse driver or use a regular keyboard.
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**Problem: I have tried all the suggestions above and Shorthand still does not work properly.**

Check your hard drive for errors and defragmentation:

1. Open the **My Computer** (XP) or **Computer** (Vista) icon.
2. Click the right mouse button over the **C:** hard drive icon.
3. Choose **Properties**.
4. Choose the **Tools** tab.
5. Click the **Check Now** button to check the drive for errors.
6. Click the **Defragment Now** button to defragment your hard drive.

You can also use Shorthand's **Suggestion Window** as a debugger:

1. Choose **Preferences** from Shorthand's **File** menu.
2. Select the **4. AutoReplace** tab.
3. Select the **Show Suggestion Window** check box.
4. Click **OK**. You should now see the yellow Suggestion Window (which you can move and resize).

Now whenever you type something, you should observe your most recent word displayed in the Suggestion Window. This should help you determine if Shorthand tracks your typing correctly.

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**Problem: In Microsoft Word, an extra space appears after each expansion or some spaces disappear.**

If you set Shorthand to use the clipboard to insert text, some spaces may be inserted or deleted when expanding text to Microsoft Word. You can fix this by disabling Word's smart cut and paste feature:

1. Choose **Options** from Microsoft Word's **Tools** menu.
  2. Click on the **Edit** tab.
  3. Uncheck the **Use smart cut and paste** option.
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Additional tips and suggestions can be found at the Shorthand web site: <http://pcshorthand.com/faq.html>

Free tech support is provided by email only during normal business hours (except holidays and weekends).

You can reach OfficeSoft via e-mail at:

[help5@pcshorthand.com](mailto:help5@pcshorthand.com)